

ABSTRACT

A system and method permit a customer obtaining communication services to modify account parameters governing terms on which that service is provided. Customer account parameters are stored in one or more databases and accessed by one or more servers. The customer, upon accessing the communication service, is provided with an opportunity to modify the account parameters via automated interactive communication with the server. The invention can applied to wireless communication services such as wireless telephone service, wireless internet access, paging, or other forms of interactive wireless communication; to telephone or other wired interactive communication; to cable services; and to any other form of interactive subscriber communications. The invention may be implemented using existing equipment, and can be optimized for the type of communication device at issue.